

UNIVERSITY PROGRAM ASSOCIATE

DESCRIPTION OF WORK: Positions in this banded class coordinate technical processing functions within a university program, often serving as the process and procedural expert. Positions coordinate the day-to-day functions of a program, plan and organize activities, communicate and interpret program information, policy and procedures, provide customer service to clients, and maintain business accounts and records. Work requires considerable knowledge of the assigned program and may require knowledge of related guidelines and information technology systems. Positions often serve as the main program contact, plan and coordinate day-to-day activities, and problem-solve process and procedural issues. Work may involve serving as a program assistant and/or supervisor. Work may involve coordination of transactional services.

Program areas of assignment may include one or more of the following: support of fund development, facilities coordination and administration, event coordination, program and administrative support services.

EXAMPLES OF COMPETENCIES: **CONTRIBUTING**

Knowledge – Program and Organization:

Knowledge of federal and state policies affecting program areas. Ability to reference, research, and apply to address client and program needs. General knowledge of the purpose of the program's organization including its mission, services, clients and measures of business effectiveness. Ability to process daily actions and requests within established guidelines and with knowledge of operational processes and procedures. Ability to use applicable technology, web-based data systems and programs needed to complete work assignments.

Program Administration: Ability to complete daily work to meet established deadlines and client needs for a program or within a program. Ability to collect, organize, and disseminate program information. Ability to generate standard reports. Ability to monitor and maintain accounting records.

Customer Service: Ability to respond promptly and accurately to clients based on established policies and procedures. Ability to explain established procedures and practices in terms of client needs and business results and goals. Ability to follow up on issues needing policy interpretation with higher-level staff or supervisor and responds back to clients.

JOURNEY

Knowledge – Program and Organization:

Knowledge of policies, procedures and precedents affecting program area(s). Ability to analyze and explain how policies or procedures apply to programmatic and client needs. Operational knowledge of the purpose of the program's organization including its mission, services, clients and measures of business effectiveness. Ability to assess needs and assure assistance is appropriate to the situation. Ability to identify and understand non-specific issues and problems without standard resolutions and resolve them independently. Ability to modify processes using applicable technology, web-based data systems and programs.

Program Administration: Ability to administer an aspect of a program or functional area. Ability to make recommendations for program expectations and

Communication – Verbal/Written: Ability to relay program information and explain processes to clients. Ability to respond to client needs within established parameters. Ability to request information needed to process work or to report factual information regarding work. Ability to document work as requested or according to guidelines. A higher-level staff member or supervisor may review some or all communication.

Information/Records Administration: Ability to use applicable data management systems to maintain, manage, and monitor data for assigned program area(s). Ability to gather program data and information, and compile standard reports based on specific requests. Ability to explain and demonstrate for clients how to use software, databases and related forms and tools.

Communication – Verbal/Written: Ability to explain the application of processes and procedures using sources that clients can reference. Ability to convey information with specific references to guidelines, systems operation, vendor materials, policies and/or procedures or other sources. Ability to speak in terms of business results and goals in addition to using technical terms. Ability to compose communication describing the work, resolving an issue, or initiating or terminating a procedure. Ability to draft internal policy and work processes. Ability to create presentations using a variety of media to convey meaningful information to an individual or group.

Information/Records Administration: Ability to access, review, compile and store multiple sources of data and information to generate appropriate criteria for reports. Ability to determine sources and gather

direction. Ability to identify and understand issues, client needs and problems of a recurring nature to effectively address and resolve situations. Ability to track and monitor program outcomes. Ability to collect, research, and analyze information for processing, monitoring, or measuring data.

Customer Service: Ability to explain the application of policies and procedures in terms of client needs and business results and goals. Ability to identify options and make recommendations within established guidelines to meet competing needs. Ability to develop and maintain productive and collaborative work relationships in order to facilitate effective service in assigned area and problem resolution with clients.

ADVANCED

Knowledge – Program and Organization:

Knowledge of state, federal, policy interpretations and precedents affecting program area(s), and unique situations. Ability to analyze and explain revisions, and implement initiatives. Ability to draft and recommend new procedures. Operational knowledge and the ability to articulate the purpose of the program's organization including its mission, services, clients and measures of business effectiveness in order to adapt processes, procedures and activities to meet needs. Ability to identify, understand and provide possible resolutions for unique issues and problems that with broad impact and/or a broad range of client services.

Program Administration: Ability to establish expectations and clear directions for a defined program area independently. Ability to make decisions regarding the program expectations and direction to ensure program outcomes and timelines are met. Ability to identify, understand, and provide corrective alternatives for issues and problems of a more complex nature. Ability to adjust program priorities based on changing work environment and deadlines.

Customer Service: Ability to engage and act in the best interests of the organization by aligning service delivery with strategic goals and client's needs. Ability to maintain quality service standards and recommend improvements. Ability to enhance collaboration among individuals and groups. Ability to build consensus when dealing with opposing points of view, and resolve competing or complex issues. Ability to promote a high level of integrity among all staff. Knowledge of the unique needs of clients and ability to provide responsive services/answers tailored to their requirements.

MINIMUM TRAINING AND EXPERIENCE: Bachelor's degree; or equivalent combination of training and experience. All degrees must be received from appropriately accredited institutions.

Special Note: This is a generalized representation of positions in this class and is not intended to reflect essential functions per ADA. Examples of competencies are typical of the majority of positions, but may not be applicable to all positions.

information, via interviews, surveys and other methods, to complete work in assigned program area(s). Ability to research, compile, explain, and present data. Ability to clarify the rationale for the information/records management policy and practices. Ability to train clients in how to use software, databases and related forms and tools.

Leadership: Ability to lead or supervise lower level staff in the performance of program activities and/or functions. Ability to mentor and assist others. Ability to train individuals and groups in area of expertise.

Communication – Verbal/Written: Ability to advise and consult with clients to ensure accuracy of the communication and understanding of the message. Ability to place messages in context with the organization's broader business perspective.

Information/Records Administration: Ability to develop and recommend new approaches to improve records and information management. Ability to evaluate and recommend changes to data collection and data presentation methods in response to complex requests. Ability to identify trends in information management and analysis, and discuss these with higher level staff. Ability to make recommendations for improvement. Ability to develop program tools applicable to assigned program area(s). Ability to maintain awareness of current and emerging technologies which could improve the efficiency and effectiveness of data management with other business systems.

Leadership: Ability to train, assign, supervise and review the work of others. Ability to perform and/or supervise several administrative functions. Ability to supervise a various functions of considerable complexity.